

JOB OPPORTUNITY

Massachusetts Trial Court

Posting Dates

11/3/06-11/16/06

Job Description and Qualifications
for

Community Outreach Program
Specialist Series

Middlesex Probate & Family Court

All Applications must be received by: November 16, 2006

SUMMARY OF SERIES:

This series is responsible for performing a variety of duties related to the processing of cases, including entering data in automated systems, within an office of the Clerk-Magistrate, a Register of Probate or an equivalent office. In addition to case processing duties, this series is responsible for providing service to the public and other individuals who have business with the court consistent with policies on confidentiality. The position titles above the entry level require the performance of increasingly more responsible and varied work which requires more knowledge of court procedures and operations and the exercise of more independent judgement. Employees are hired at the entry level position title and are eligible for reclassification to the higher level position titles within this series consistent with the specifications for the higher level position titles. The position titles revert to the entry level when there are vacancies.

ORGANIZATIONAL LEVELS:

Community Outreach Specialist I- This is the entry level position title within this series. Employees at this level are expected to perform a variety of duties which teach them the business of the office or a major work unit within an office.

Community Outreach Specialist II- This is the second level position title within this series. Employees at this second level are expected to perform more complex case processing functions within a major work unit of an office and to be able to perform those functions within the other major work units as required. They are also expected to perform administrative support functions.

Community Outreach Specialist III- This is the third level position within this series. Employees at this third level are expected to perform advanced case processing functions within a major work unit of an office with limited supervision, to be able to perform those functions within the other major work units, and to be able to provide occasional assistance in a court session as required.

Community Outreach Specialist IV - This is the fourth level within this series. Employees at this fourth level are expected to function as a resource person within a major work

unit of an office, to be able to perform the full range of case processing responsibilities in all work units as required, to assist in the training of employees, and to be able to provide regular assistance in any court session as required. May also serve as a back-up to Community Outreach Coordinator.

MAJOR DUTIES:

Community Outreach Specialist I - Duties:

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. This includes assisting the public in filling out forms and applications and responding to routine requests for information concerning cases, scheduling and court procedures. May use specialized communication skills in performing these duties.

Performs general case intake duties, including receiving court papers and documents, determining general case category, making docket entries, either manually or through an automated case processing system, and preparing case file folders.

Prepares or enters in an office, either manually or through an automated case processing system, complaints, petitions, summonses, warrants, daily lists, orders of commitment, other standard form documents, and updates to case information. Such functions may be performed in an office or in a courtroom.

Sends out notices to various parties and attorneys.

Answers incoming phone calls, routes callers to appropriate personnel, takes messages, and provides routine information in response to inquiries.

Copies, files, retrieves, and sorts court papers, documents and folders according to established procedures.

Receives, date stamps, sort, and distributes incoming mail. Processes outgoing mail.

Performs cashing duties, including receiving money, determining case type, making entries in the case register of other system, validating case papers to reflect payments, and issuing receipts.

Maintains statistical data concerning cases processing activities.

Performs related duties as required.

Community Outreach Specialist II Additional Duties:

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. This includes providing information of a more specialized and/or detailed nature. May use specialized communication skills in performing these duties.

Performs more complex case processing functions, including reviewing court documents, papers, and filings for accuracy and completeness and determining processing required prior to entering them in the permanent record, identifying inaccuracies and or discrepancies and taking action to resolve such inaccuracies or discrepancies within established guidelines, or referring unusual problems to a supervisor.

Performs routine administrative support duties such as preparing internal requisitions, payment vouchers, encumbrance documents, and CAPS forms as required. May also type correspondence as required.

Serves as a “floating community outreach specialist” who is able to perform complex case processing functions within other major work units as required.

Performs all of the duties of the lower level within this series as required.

Community Outreach Specialist III Additional Duties:

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. This includes responding to unusual or complicated requests for information. May use specialized communication skills in performing these duties.

Processes complicated cases involving multiple offices, agencies, parties, and legal issues.

Performs advanced case processing duties requiring independent judgment concerning the types of action to be taken and making determinations as to when it is appropriate to take such actions.

Assists in the training of new employees and in the ongoing training of other employees.

Serves as a “floating community outreach specialist” who is able to perform advanced case processing functions within all of the major work units of an office as required.

May provide occasional assistance to a Sessions Clerk or an Assistant Clerk in a court session as required, including arranging for required papers, documents and exhibits, marking dockets and case papers, maintaining contact with attorneys and other individuals concerning courtroom activities, and processing files after court.

Performs all of the duties of the lower levels within this series as required.

Community Outreach Specialist IV Additional Duties:

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. Capable of handling the most unusual and complicated inquiries within established guidelines. May use specialized communication skills in performing these duties.

Serves as a resource to employees in an office and to employees in other offices, including

answering questions and assisting in resolving problems.

Prepares a variety of orders, documents and correspondence requiring a detailed knowledge of statutes, rules, administrative procedures, and office policies.

Performs administrative support responsibilities for a supervisor, including composing correspondence for supervisor's review and signature, typing memoranda, reports, and other documents, maintaining an appointment calendar and arranging meetings, and maintaining files.

Provides assistance to staff using work processing and other software applications.

May provide regular assistance to a Sessions Clerk or an Assistant Clerk in any court session as required, including arranging for required papers, documents and exhibits, marking dockets and case papers, maintaining contact with attorneys and other individuals concerning courtroom activities, and processing files after court.

May serve as a back up to a higher level series.

Performs all of the duties of the lower levels within this series as required.

POSITION REQUIREMENTS:

Community Outreach Specialist I Requirements:

Graduation from high school or its equivalent. Some general clerical or customer service experience preferred.

General knowledge of modern office practices and procedures

General knowledge of an ability to use personal computers and word processing software preferred.

Ability to serve the public and others with business with the court in a courteous and professional manner.

Ability to learn the procedures and functions, manual and automated, of the office to which assigned.

Ability to understand and follow verbal and written instructions

Ability to perform routine data entry at an acceptable rate of speed.

Ability to establish and maintain effective working relationships with court staff.

Ability to communicate effectively with others.

Willingness to work flexible schedule part time days, evenings, and weekends as the needs of the Register require.

Ability to work as member of an administrative team.

Travel is required.

Community Outreach Specialist II Additional Requirements:

A minimum of two years of experience as a Community Outreach Specialist .

Considerable knowledge and training in all of the procedures, manual and automated, related to the cases processed within the work unit or functional area to which assigned.

Demonstrated ability to serve the public and others with business with the court in a courteous and professional manner. Demonstrated ability to provide specialized or technical information.

Demonstrated ability to identify problems with court documents, papers and filings and to take appropriate action within established guidelines.

Community Outreach Specialist III Additional Requirements:

A minimum of two years of experience as a Community Outreach Specialist II .

Considerable knowledge of the procedures, manual and automated, related to the processing of all types of cases and the ability to process those cases from beginning to end.

Considerable knowledge of all courtroom policies and procedures and demonstrated ability to provide assistance during any court session.

Considerable knowledge of work processing software used by the court and the demonstrated ability to use that software to perform complex functions such as merge letters, macros, templates, etc. Familiarity with spreadsheets.

Demonstrated ability to serve the public and others with business with the court in a courteous and professional manner. Demonstrated ability to respond to difficult and sensitive requests for information.

Demonstrated ability to function as a resource person.

Demonstrated ability to prepare statistical and written reports.

Demonstrated ability to train employees.

Case Specialist IV Additional Requirements:

A minimum of two years of experience as a Community Outreach Specialist III.

Considerable knowledge of the procedures, manual and automated, related to the processing of all types of cases and the ability to process those cases from beginning to end.

Considerable knowledge of all courtroom policies and procedures and demonstrated ability to provide assistance during any court session.

Considerable knowledge of word processing software used by the court and the demonstrated ability to use that software to perform complex functions such as merge letters, macros, templates, etc. Familiarity with spreadsheets.

Demonstrated ability to serve the public and others with business with the court in a courteous and professional manner. Demonstrated ability to respond to difficult and sensitive requests for information.

Demonstrated ability to function as a resource person.

Demonstrated ability to prepare statistical and written reports.

Demonstrated ability to train employees.

SALARY: \$26,229.78 with annual increases to \$33,383.37

Completed Trial Court Applications for Employment should be forwarded to:

John R. Buonomo, Register of Probate
Middlesex Probate and Family Court
208 Cambridge Street
East Cambridge, Massachusetts 02141

Trial Court Applications for Employment are available at all court locations and at the Administrative Office or downloaded from www.mass.gov/courts/jobs

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER